



Australian Government
**Department of Agriculture,
 Fisheries and Forestry**

Exports process instruction

Audit of horticulture export accredited properties

Direction to staff

This is official instructional material of the Department of Agriculture, Fisheries and Forestry (the department). Failure to comply with it may result in a breach of relevant legislation and/or the code of conduct under section 13(5) of the *Public Service Act 1999*.

Purpose of this document

This document details the policy and process for the audit of horticulture export accredited properties.

It includes:

- audit principles
- audit performance standards
- audit types
- audit process
- non-compliance ratings
- review process.

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Policy statement

The policy, overarching framework and legislation related to this Exports process instruction can be found in the Exports policy: [Audit of plant export operations](#).

Roles and responsibilities

The following table outlines the roles and responsibilities undertaken in this document.

Role	Responsibility
Accredited property manager	<ul style="list-style-type: none"> Complying with Australian export laws. Meeting departmental performance standards and importing country requirements. Maintaining records. Being available for audit. Providing requested documentation. Taking necessary action to address non-compliance. Providing submission to support a request for review of a decision when appropriate.
Auditor (Audit and Assurance Branch (AAB))	<ul style="list-style-type: none"> Scheduling audits. Auditing properties against the departmental performance standards and importing country requirements in accordance with this Exports process instruction. Accrediting properties. Notifying managers (applicants) of audit outcomes. Managing critical non-compliance referrals and sanctions. Overseeing the issuance of accreditation numbers. Collating the accreditation lists and providing to the Horticulture Exports Program (HEP).
Crop monitor	<ul style="list-style-type: none"> Being available for audit. Completing relevant trainings each season. Maintaining records. Providing requested documentation. Taking necessary action to address non-compliance.
Horticulture Exports Program (HEP)	<ul style="list-style-type: none"> Policy owner. Maintaining the performance standards. Reviewing requests for review and providing the outcome in a response to AAB. Advising importing country authority of current accredited property status.
AAB Delegate	<p>A team within AAB that manages the auditor and audit framework for the department, including</p> <ul style="list-style-type: none"> Provision of technical advice Determination and management of sanctions.

Work health and safety

Auditors must:

- comply with applicable Commonwealth, state and territory work health and safety (WHS) legislation
- comply with the departments WHS policy and procedures
- read and be familiar with the Exports reference: [Work health and safety in the plant export environment](#)
- not enter work sites unless it is safe, they are wearing the required personal protective equipment (PPE) and have considered any WHS hazards
- comply with site-specific requirements, unless they assess the requirements as placing them at risk, in which case they must take reasonable action to ensure their safety
- continually assess the possible risks while performing their duties.

Personal protective equipment

Auditors must have the following PPE when it is required on site:

- hi-visibility vest
- enclosed shoes
- steel cap boots
- hearing protection
- hard hat
- long sleeve clothing
- thermal clothing for cold rooms
- safety glasses
- face mask
- portable gas detector
- first aid kit
- water
- sunscreen
- emergency communication equipment such as a phone carrier with coverage or satellite phone.

WHS reporting requirements

All WHS incidents, near misses, and any hazards occurring during audit of a property must be reported to the department and entered in [SIRUS](#) (WHS information system).

Performance standards

Accredited property managers and crop monitors must be audited for compliance against a set of performance standards derived from the standards outlined in the Exports process instruction: [Management of horticulture export accredited properties](#), relevant legislation and importing country requirements.

Elements

Performance standards are organised into groups known as elements. Each element has several sub-elements that must be assessed for compliance.

Farm elements

The elements for farms are

- general requirements
- pest and disease control
- harvest requirements.

Crop monitoring elements

The elements for crop monitors are

- training
- record keeping.

Packhouse elements

The elements for packhouses are

- general requirements
- traceability and security
- hygiene and pest control
- packaging and labelling.

Packhouse grower supplier model

Accredited property packhouses operating under the packhouse grower supplier model (the model) are subject to a different audit schedule to the schedule outlined in this Exports process instruction. The audit requirements for the model are outlined in the Exports process instruction: [Management of horticulture export accredited properties operating under the packhouse grower supplier model](#).

Note: The department reserves the right at any time to conduct audits of accredited property farms being managed by packhouses under the model.

Recognition of food safety certification for fresh fruit and vegetables

Current food safety certification to a Global Food Safety Initiative (GFSI) benchmarked scheme can be recognised as evidence in meeting some of the documentation requirements associated with pest control, hygiene and waste management elements.

In Australia, the GFSI benchmarked fresh produce food safety schemes are:

- GLOBALG.A.P.
- Freshcare
- British Retail Consortium (BRC)
- Safe Quality Food (SQF).

These schemes are also recognised under the [Harmonised Australian Retailer Produce Scheme](#) (HARPS).

To obtain recognition of existing food safety certification for specific elements of the audit, packhouse managers must provide evidence of current certification to a GFSI benchmarked food safety and quality scheme or a certificate extension notice at the export audit.

Current certification is defined as a valid certificate that has:

- not expired
- been issued by a third-party, Joint Accreditation System of Australia and New Zealand (JAS-ANZ) accredited audit certification body.

Where evidence of current certification is not provided or there is visual evidence of non-compliance with export regulatory requirements, all areas must be audited against the full performance standards, and prior recognition will not apply.

Audit types

The following table lists audit types for accredited properties.

Audit type	Conducted	Frequency	Announced/ unannounced
Pre-season audit	After application, and prior to accreditation for: <ul style="list-style-type: none"> • A new horticulture export property, or • A non-compliant horticulture accredited property 	Once before export season Note: The frequency of audit may be higher, depending on non-compliance.	Announced
In-season audit	During the accreditation period	Once each export season Note: The frequency of audit may be higher, depending on non-compliance.	Announced or unannounced

Audit process

Pre-season audit

- Managers applying for new horticulture export property accreditation and previously accredited properties found non-compliant in the previous export season must be audited to assess their ability to comply with the performance standards and importing country requirements before accreditation is approved for the property.
- The manager of the property seeking accreditation or any nominated individual such as crop monitors, must be present at the audit.
- Accredited properties audited pre-season may be subject to a further in-season audit. This is determined based on the outcome of the pre-season audit.

Notes:

- An alternative audit frequency policy is in place for New Zealand (all commodities) and citrus to Korea, China and Thailand.
- Due to logistics an existing accredited property may be audited pre-season at the discretion of AAB.

Issuing advisory findings

If a non-compliance is detected during a pre-season audit, the auditor must issue an advisory finding per sub-element. Each advisory finding must:

- describe the identified non-compliance

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- be issued in writing by auditors immediately upon completing the audit
- state the review date of the non-compliance, which is no more than seven calendar days from issue of the advisory finding.

The following table outlines the process for conducting a pre-season audit of a property.

Stage	What happens	Responsible party
1.	An assessment and/or desk audit is conducted on the application and any applicable supporting documents to determine if an audit can occur.	AAB / Auditor
2.	An entry meeting is conducted on-site with the manager of the property to outline the objectives, scope and process of the audit. Note: The manager may nominate a relevant person/s to represent them during the audit.	<ul style="list-style-type: none"> • Manager / Relevant person • Auditor
3.	The manager or relevant person provides the auditor with copies of all required documentations as per the relevant performance standards.	Manager / Relevant person
4.	The auditor assesses compliance against the performance standards.	Auditor

Stage	What happens	Responsible party								
5.	<p>An exit meeting is conducted on-site with the manager or relevant person of the property to present the audit findings, including any identified non-compliances and further actions required.</p> <p>Note: Where several non-compliances are identified, the auditor can defer the issuance of non-compliances and associated ratings until further consideration has been sought by the AAB delegate.</p> <table border="1" data-bbox="260 488 1114 1653"> <thead> <tr> <th data-bbox="260 488 651 548">When non-compliances are...</th> <th data-bbox="651 488 1114 548">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="260 548 651 913">not identified</td> <td data-bbox="651 548 1114 913"> <ul style="list-style-type: none"> the property passes the audit an audit report is issued to the manager/relevant person within 10 business days Refer to the Exports process instruction: Management of horticulture export accredited properties the process ends here. </td> </tr> <tr> <td data-bbox="260 913 651 1279">identified and can be reasonably addressed within 7 calendar days</td> <td data-bbox="651 913 1114 1279"> <ul style="list-style-type: none"> the property is not compliant and is deemed not yet considered for accreditation an advisory finding is issued to the manager/relevant person an audit report is issued to the manager/relevant person within 10 business days. continue to Stage 6. </td> </tr> <tr> <td data-bbox="260 1279 651 1653">identified and cannot be actioned</td> <td data-bbox="651 1279 1114 1653"> <ul style="list-style-type: none"> the property fails the audit an audit report is issued to the manager/relevant person within 10 business days Refer to the Exports process instruction: Management of horticulture export accredited properties the process ends here. </td> </tr> </tbody> </table>	When non-compliances are...	Then...	not identified	<ul style="list-style-type: none"> the property passes the audit an audit report is issued to the manager/relevant person within 10 business days Refer to the Exports process instruction: Management of horticulture export accredited properties the process ends here. 	identified and can be reasonably addressed within 7 calendar days	<ul style="list-style-type: none"> the property is not compliant and is deemed not yet considered for accreditation an advisory finding is issued to the manager/relevant person an audit report is issued to the manager/relevant person within 10 business days. continue to Stage 6. 	identified and cannot be actioned	<ul style="list-style-type: none"> the property fails the audit an audit report is issued to the manager/relevant person within 10 business days Refer to the Exports process instruction: Management of horticulture export accredited properties the process ends here. 	<ul style="list-style-type: none"> Manager / Relevant person Auditor
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6.	Evidence of compliance is provided to the Auditor by the manager/relevant person by the review date.	Manager								

Stage	What happens	Responsible party						
7.	<p>The evidence provided by the manager to address the non-compliance/s is reviewed.</p> <table border="1" data-bbox="261 327 1059 1317"> <thead> <tr> <th data-bbox="261 327 549 423">When the evidence provided is...</th> <th data-bbox="549 327 1059 423">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="261 423 549 875">satisfactory</td> <td data-bbox="549 423 1059 875"> <ul style="list-style-type: none"> the property is compliant and is considered for accreditation the advisory finding result is determined as compliant. the advisory finding is re-issued with a compliant result. Refer to the Exports process instruction: Management of horticulture export accredited properties the process ends here. </td> </tr> <tr> <td data-bbox="261 875 549 1317">not satisfactory</td> <td data-bbox="549 875 1059 1317"> <ul style="list-style-type: none"> the property is not compliant and is deemed not considered for accreditation an audit report is issued to the manager/relevant person within 10 business days. Refer to the Exports process instruction: Management of horticulture export accredited properties the process ends here. </td> </tr> </tbody> </table>	When the evidence provided is...	Then...	satisfactory	<ul style="list-style-type: none"> the property is compliant and is considered for accreditation the advisory finding result is determined as compliant. the advisory finding is re-issued with a compliant result. Refer to the Exports process instruction: Management of horticulture export accredited properties the process ends here. 	not satisfactory	<ul style="list-style-type: none"> the property is not compliant and is deemed not considered for accreditation an audit report is issued to the manager/relevant person within 10 business days. Refer to the Exports process instruction: Management of horticulture export accredited properties the process ends here. 	Auditor
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In-season audit

Accredited properties found compliant in the previous export season may be subject to an audit in-season.

Notes:

- An alternative audit frequency policy is in place for New Zealand (all commodities) and citrus to Korea, China and Thailand.
- Due to logistics, an existing compliant property may be audited pre-season at the discretion of AAB.
- Evidence of non-compliance in the export supply chain may trigger an additional audit of the accredited property in the current export season or prior to the next export season.
- Accredited property packhouses and accredited property farms who are approved to operate under the packhouse grower supplier model may be audited in-season.

Non-compliance ratings

Sub-elements in the performance standards are assigned one or more potential non-compliance ratings including:

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- minor
- major
and
- critical.

Where an accredited property is deemed non-compliant against a sub-element, the auditor must select a non-compliance rating from those listed, taking into account the context and extent of the non-compliance and the definition of minor, major and critical.

Where an auditor believes the non-compliance should be rated a level that is not listed, they may assign an alternate non-compliance rating (for example, where a sub-element states major and critical as the non-compliance rating options and the non-compliance identified fits with the definition of minor the auditor may list the non-compliance as minor).

Issuing non-compliance Notices

- If a non-compliance is detected during an in-season audit, the auditor must issue a non-compliance notice per performance standard.
- A date for review must be specified by the auditor in the non-compliance notice and be no longer than
 - 28 calendar days for minor non-compliances
 - 14 calendar days for major non-compliances
 - 7 calendar days for critical non-compliances.
- Prior to the date for review, and at the request of the manager, review dates may be extended twice, each for a period equal to the original timeframe.

Important: Requests for extension must be made in writing to [AAB](#) to the attention of the auditor who conducted the audit.

When a critical non-compliance is identified

- When an auditor identifies a critical non-compliance, the audit result must be referred to the [AAB](#) delegate, who will determine whether the matter should be referred to [HEP](#) and/or the Delegate in the Plant Exports Branch to decide on future action.
- Further action to address the non-compliance and audit result is at the discretion of AAB/HEP/Delegate and may include, but is not limited to:
 - downgrading the non-compliance rating
 - imposing a timeframe for a follow-up audit or increased audit schedule
 - variation, suspension or revocation of accreditation.

Packhouse grower supplier model

When a critical non-compliance is identified for an accredited property packhouse operating under the packhouse grower supplier model, the accredited property may be removed from the model and will be subject to the standard accredited properties audit requirements.

Conducting an in-season audit of an accredited property

The following table outlines the process for conducting an in-season audit of an accredited property.

Stage	What happens	Responsible party						
1.	<p>It is determined whether the in-season audit will be announced or unannounced and is scheduled.</p> <table border="1"> <thead> <tr> <th>When the audit is to be...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>announced</td> <td> <ul style="list-style-type: none"> the manager/relevant person of the property is contacted by the Auditor to schedule the audit continue to Stage 2. </td> </tr> <tr> <td>unannounced</td> <td>continue to Stage 2.</td> </tr> </tbody> </table>	When the audit is to be...	Then...	announced	<ul style="list-style-type: none"> the manager/relevant person of the property is contacted by the Auditor to schedule the audit continue to Stage 2. 	unannounced	continue to Stage 2.	Auditor
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unannounced	continue to Stage 2.							
2.	<p>Pre-audit activities are conducted by the Auditor prior to commencing the audit. This may include:</p> <ul style="list-style-type: none"> reviewing previous audit history preparing the audit scope reviewing documentation supplied by the property or requested by the Auditor 	Auditor						
3.	<p>An entry meeting is conducted by the auditor on-site with the manager or relevant person to outline the objectives, scope and process of the audit.</p>	<ul style="list-style-type: none"> Manager/ relevant person Auditor 						
4.	<p>The Auditor assesses the accredited property against the relevant performance standards and any importing country requirements to determine compliance. The manager / relevant person provides the Auditor with any requested documentation relating to the audit.</p> <table border="1"> <thead> <tr> <th>When the property is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>compliant with the sub-element in the performance standards and/or relevant importing country requirements</td> <td> <ul style="list-style-type: none"> each relevant sub-element is rated as 'compliant' (C) evidence is recorded that supports the rating continue to Stage 5. </td> </tr> <tr> <td>non-compliant against a sub-element of the performance standards and/or importing country requirements</td> <td> <ul style="list-style-type: none"> each relevant sub-element is rated as 'non-compliant' (NC) evidence is recorded that supports the non-compliance a non-compliance rating is assigned, and a non-compliance notice is issued for each relevant sub-element continue to Stage 5. </td> </tr> </tbody> </table>	When the property is...	Then...	compliant with the sub-element in the performance standards and/or relevant importing country requirements	<ul style="list-style-type: none"> each relevant sub-element is rated as 'compliant' (C) evidence is recorded that supports the rating continue to Stage 5. 	non-compliant against a sub-element of the performance standards and/or importing country requirements	<ul style="list-style-type: none"> each relevant sub-element is rated as 'non-compliant' (NC) evidence is recorded that supports the non-compliance a non-compliance rating is assigned, and a non-compliance notice is issued for each relevant sub-element continue to Stage 5. 	Auditor
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6.	Evidence of compliance is provided to the Auditor by the manager/relevant person by the review date.	Manager/ relevant person								

Stage	What happens	Responsible party						
7.	<p>The non-compliance is reviewed by the Auditor against the evidence provided by the manager/relevant person.</p> <p>Note: Evidence may be gathered via a follow-up visit to the property or where appropriate, determined remotely (for example, the manager may email evidence of their corrective action).</p> <table border="1" data-bbox="260 450 1134 1021"> <thead> <tr> <th data-bbox="260 450 663 548">When the evidence provided is...</th> <th data-bbox="663 450 1134 548">Then the non-compliance notice...</th> </tr> </thead> <tbody> <tr> <td data-bbox="260 548 663 835"> <ul style="list-style-type: none"> satisfactory and provided by the review date </td> <td data-bbox="663 548 1134 835"> <ul style="list-style-type: none"> is determined as return to compliance The non-compliance notice is re-issued with a return to compliance result the property is re-accredited the process ends here. </td> </tr> <tr> <td data-bbox="260 835 663 1021"> <ul style="list-style-type: none"> not satisfactory or not provided by the review date. </td> <td data-bbox="663 835 1134 1021"> <ul style="list-style-type: none"> remains open continue to stage 8. </td> </tr> </tbody> </table>	When the evidence provided is...	Then the non-compliance notice...	<ul style="list-style-type: none"> satisfactory and provided by the review date 	<ul style="list-style-type: none"> is determined as return to compliance The non-compliance notice is re-issued with a return to compliance result the property is re-accredited the process ends here. 	<ul style="list-style-type: none"> not satisfactory or not provided by the review date. 	<ul style="list-style-type: none"> remains open continue to stage 8. 	Auditor
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8.	<p>The auditor determines whether to grant an extension to rectify the non-compliance notice.</p> <table border="1" data-bbox="260 1135 1134 1415"> <thead> <tr> <th data-bbox="260 1135 585 1196">When an extension is...</th> <th data-bbox="585 1135 1134 1196">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="260 1196 585 1256">granted</td> <td data-bbox="585 1196 1134 1256">return to Stage 6.</td> </tr> <tr> <td data-bbox="260 1256 585 1415">not granted</td> <td data-bbox="585 1256 1134 1415"> <ul style="list-style-type: none"> it is referred to the AAB delegate by the Auditor the process ends here. </td> </tr> </tbody> </table>	When an extension is...	Then...	granted	return to Stage 6.	not granted	<ul style="list-style-type: none"> it is referred to the AAB delegate by the Auditor the process ends here. 	Auditor
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Suspension or revocation of the accredited property by the department

Non-compliance may constitute grounds for the suspension or revocation of a property’s accreditation without liability to the department as outlined in the Exports process instruction: [Management of horticulture export accredited properties.](#)

Review of decisions

The department accepts that on occasion the decision to, suspend, revoke or refuse to accredit the property may be subject to dispute. In accordance with part 2 of chapter 11 of *the Export Control Act 2020* the accredited property has the right to have the decision reviewed.

The review mechanism is progressive and must be considered in the following order:

- request a review of the decision to the secretary
- external review under the provisions of the *Administrative Review Tribunal Act 2024.*

This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Important: Reviewable decisions do not apply where the horticulture export accredited property is subject to a department Enforcement and Sanctions investigation.

Note: The onus of the departments review process is on the accredited property to provide either objective evidence or proof of extenuating circumstance as to why they believe the non-compliance or the audit result to be incorrect.

Review process

The following table outlines the process to seek a review of a decision.

Stage	What happens	Responsible party						
1.	A submission to the Secretary is lodged, within 30 days of the notification of, suspend, revoke or refusal to accredit being received, with the Horticulture Exports Program detailing the reasons for the request for a review of the decision.	Manager						
2.	<table border="1"> <thead> <tr> <th>When the initial audit findings are...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>agreed with</td> <td> <ul style="list-style-type: none"> the original decision will be upheld continue to Stage 3. </td> </tr> <tr> <td>not agreed with</td> <td> <ul style="list-style-type: none"> the accredited property has due cause to continue their request for review HEP will advise AAB of their findings and request the original decision be amended continue to Stage 3. </td> </tr> </tbody> </table>	When the initial audit findings are...	Then...	agreed with	<ul style="list-style-type: none"> the original decision will be upheld continue to Stage 3. 	not agreed with	<ul style="list-style-type: none"> the accredited property has due cause to continue their request for review HEP will advise AAB of their findings and request the original decision be amended continue to Stage 3. 	HEP
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3.	Notification is provided in writing to the accredited property manager detailing the outcome of the review including reasons for the decision.	HEP						
4.	<table border="1"> <thead> <tr> <th>When the decision is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>accepted</td> <td>the review process ends.</td> </tr> <tr> <td>not accepted</td> <td>A request for a review can be made beyond the department.</td> </tr> </tbody> </table>	When the decision is...	Then...	accepted	the review process ends.	not accepted	A request for a review can be made beyond the department.	Manager
When the decision is...	Then...							
accepted	the review process ends.							
not accepted	A request for a review can be made beyond the department.							

Appeal beyond the department

Where the accredited property feels that the department has not given their objection due consideration through the review process, the accredited property may seek legal redress beyond the terms of this policy.

Non-compliance detected outside of an audit

Non-compliance may be detected outside of an audit by the following:

- non-compliance detected during an Authorised Officer (AO) inspection
- non-compliance detected by an importing country

- documentation issues detected by the department
- documentation issues detected by an AO
- reported non-compliance by a third-party or visiting department officer.

All non-compliances detected outside of an audit will be referred to the AAB delegate. The next course of action will be determined in consultation with HEP and will be reviewed on a case-by-case basis.

Note: Reports of deliberate non-compliance can be confidentially made to the department's Redline on 1800 803 006.

Fees and charges

All activities associated with audits are subject to a fee-for-service rate. These activities include preparation and post audit activities and activities in response to non-compliance notices. Where an announced audit is cancelled, charges may still apply.

Note: Information about the fee-for-service rate for audits is available in the department's [Charging guidelines](#).

Record keeping

Accredited property managers, crop monitors, AAB and HEP must retain documentation in relation to audits, accreditation and export certification for a period of at least 2 years.

Related material

The following related material is available on the department's website:

- [Charging guidelines](#)
- [Plant Export Operations Manual](#)
 - Exports process instruction: *Management of horticulture export accredited properties*
 - Exports process instruction: *Management of horticulture export accredited properties operating under the packhouse grower supplier model*
 - Exports policy: *Audit of plant export operations*
 - Exports reference: *Performance standards for farms*
 - Exports reference: *Performance standards for crop monitors*
 - Exports reference: *Performance standards for packhouses*
 - Exports reference: *Performance standards for the packhouse grower supplier model*

Contact information

- Audit and Assurance Branch: AuditServices@aff.gov.au
- Horticulture Exports Program: HorticultureExports@aff.gov.au.

Document information

The following table contains administrative metadata.

Instructional Material Library document ID	IMLS-9-3813
Instructional material owner	Director, Horticulture Exports Program
Risk rating	Medium
Review period	Due for review within 3 years of the most recent approved date.

Version history

The following table details the published date and amendment details for this document.

Version	Date published	Date last approved	Review type	Summary of review
1	19/06/2018	19/06/2018	New document	First publication of this guideline.
2	28/02/2021	28/02/2021	Major change	Amendments for commencement of the Export Control Act 2020 and associated Plant Rules. Redesign of audit process to capture pre-season audits and in-season audits.
3	1/10/2022	1/10/2022	Major change	Added information about Global Food Safety Initiative (GFSI) scheme and updated department branding.
4	7/08/2023	7/08/2023	Major change	Removed date from diagram; removed references to New Zealand Industry Inspections; updated references to accredited properties.
5	1/11/2023	1/11/2023	Major change	Added information about the Packhouse grower supplier model.
6	22/04/2025	22/04/2025	Major change	Alignment of registered establishment, authorised officer and accredited property audit policies.

Appendix A: Definitions

The following table defines terms (and their abbreviations) used in this document.

Term	Definition
Accredited property	<p>A property (such as a farm or packhouse) that is required to be accredited by the department to produce and/or prepare a particular commodity to meet the requirement for recognition by an importing country authority.</p> <p>Note: The recognition may be referred to as 'registration' or 'export approval' in protocol documents.</p>
Accreditation period	The period the accreditation of the property remains in effect.
Advisory findings	A notification, issued by an auditor at an initial and/or pre-season audit, advising the property that they have not complied with the relevant performance standards, and therefore cannot be accredited until the findings have been addressed.
Announced audit	An audit where the auditee is given advance notice of the audit date and time. An audit that is arranged in advance with the auditee.
Auditor	A Department of Agriculture, Fisheries and Forestry officer whose functions and powers include conducting an audit under Part 1 of Chapter 9 of the <i>Export Control Act 2020</i> .
Block	<p>Any farm, grove, orchard, patch, pivot, vineyard or section of a farm, grove, orchard, patch, pivot or vineyard which can be defined by set boundaries.</p> <p>Important: A block must be a contiguous unit and not be separated by structures such as a building, public road or body of water.</p>
Bud burst	<p>The emergence of new vegetative growth or flowers on a plant at the beginning of each growing season.</p> <p>Note: Bud burst is considered to have occurred when 50% of plants have 50% new growth or flowers of the earliest variety, where more than one variety is in a block.</p>
Compliant	Meeting a requirement.
Compliant property	A block that was accredited for all applied commodities and countries for the entire export season.

Term	Definition
Critical non-compliance rating	<p>When there is:</p> <ul style="list-style-type: none"> • action, inaction or contravention of department requirements that <ul style="list-style-type: none"> ○ would be reasonably expected to result in the phytosanitary status of goods being compromised, or ○ results in a breach of the <i>Export Control Act 2020</i> or the Export Control (Plant and Plant Products) Rules 2021. • a deliberate failure to comply with legislative requirements • a deliberate failure to follow a legal direction of an AO. <p>Note: Critical non-compliances may lead to suspension, revocation, refusal of registration, or criminal prosecution.</p>
Crop monitor	A person who is approved by the department to undertake pest and disease monitoring during the growing season.
Farm	An area of land and its buildings used for growing crops.
Further action required	Where a non-compliance notice has been issued and insufficient evidence has been provided to demonstrate compliance.
Growing season (excluding citrus)	The period from bud burst until the completion of harvest.
Growing season (citrus)	The period from December to the completion of harvest.
Major non-compliance rating	<p>When there is action, inaction or contravention of departmental requirements that:</p> <ul style="list-style-type: none"> • results in a situation that may lead to the phytosanitary status of prescribed goods to be compromised <p>may lead to the export of prescribed goods that are not export compliant.</p>
Manager (of a property)	<p>The person who is responsible for the day-to-day management of the property, and is taken to be the person who applies, and assumes legal responsibility, for the accredited property under the <i>Export Control Act 2020</i>.</p> <ul style="list-style-type: none"> • Note: A trust may not be the manager of a property.
Minor non-compliance rating	When there is action, inaction or contravention of departmental requirements that results in a situation that may compromise the integrity of systems, processes or premises that are designed to maintain phytosanitary status of prescribed goods.
New horticulture export property	Farm and/or packhouse located at an address that was not accredited in the previous year.
No further action required	When evidence has been provided to the department demonstrating that a non-compliance notice has been satisfactorily addressed,
Non-compliant	Not meeting a requirement

Term	Definition
Non-compliance notice	A formal notice from the department requesting the cause of non-compliance with requirements to be eliminated, with the objective of preventing reoccurrence.
Non-compliant properties	A block that was not accredited for a commodity or country due to: <ul style="list-style-type: none"> failed pre-season audit failed in-season audit withdrawn application at audit or after applications close evidence of non-compliance during export/import inspections multiple non-compliances referred to AAB delegate at audit which may result in an increased audit frequency.
Packhouse	A premises where horticulture produce is processed and packed for export. Note: This is also known as a 'packing house'.
Performance standards	A benchmark derived from legislation and departmental requirements against which actual performance of third parties is measured.
Plant Export Operations Manual (PEOM)	A webpage maintained by the department that outlines the policy and processes for exporting plants and plant products from Australia. It also lists instructional material, forms and user guides related to the export certification process.
Previously accredited horticulture accredited property	Farm and/or packhouse located at an address that was accredited in the previous season. Note: This definition also applies to a farm that was previously accredited but has new block/s to be accredited.
Property	Includes premises, which is defined as a building or place (whether enclosed, or built on, or not), or a part of a building or place for example a farm or packhouse.
Scope	Sets out the activities that will be assessed during the audit.
Unannounced audit	An audit that is carried out without providing advance notice to the auditee.